Communication and Collaboration in Healthcare

Jørgen P. Bansler
The CITH Project

• CITH: Co-constructing IT and Healthcare
• Objective: To improve communication & information sharing among care providers and patients
• Focus: Heart patients with ICDs
• Funding: The Strategic Research Council
• Partners: Rigshospitalet, KU, DTU, ITU & CBS
Fragmentation of the Health Care System

- High degree of specialization
- Extensive division of labor
- Rising number of chronic patients
  - Co-morbidity
- Fragmentation of care
- Rapidly increasing costs
- Need for better coordination & collaboration
Heart Patients with ICD

- ICD: Implantable Cardioverter-Defibrillator
- Monitors the heart rhythm
- Regulates the heart rhythm
- Transmits data to the hospital
Care Network

Local Hospital

Local Hospital 2

Rigshospitalet

Patient

Diabetes Clinic

Home Care

Dietician

General Practitioner

Ophthalmologist

onsdag den 10. februar 2010
Method

- Field studies
  - Interviews
  - Observations
  - Document analysis

- Prototyping

- Pilot implementation
Observations

• Patients act as messengers or go-betweens

• But this can be problematic
  • Confused or forgetful patients
  • Telemonitoring

• A common EPR is not a solution
  • Information overload
  • Cross-boundary communication

• Specific patient needs
  • Feedback from clinicians
  • Sharing experience and helping others
  • Security when away from home